

## SM Templates for Addressing Concerns

### **Example 1**

XXXX Mediation aims at all times to address any client's concerns during the process of mediation. In the event that someone involved in this process becomes dis-satisfied and feels that their concerns are not being addressed the following process is in place:

Firstly, the person should contact XXXX directly by phone, letter or email. If XXXX does not respond within three days they should check that the correspondence has been received.

Secondly, a meeting will be arranged with XXXX and another mediator with the client and a supporter to discuss the complaint and seek a solution.

If the client is not satisfied then the complaint should be forwarded in writing to Scottish Mediation, an independent charity, with the request to provide the names of three mediators. The client should choose one of these mediators who will meet with the person and XXXX Mediation with the aim of mediating a satisfactory outcome.

In the sad event that a satisfactory outcome cannot be reached it should be passed to Scottish Mediation who provide advice and information and where applicable hear complaints against mediators on the Scottish Mediation Register.

### **Example 2**

#### COMPLAINTS PROCEDURE

Should either party to the mediation have any complaint against either XXXX Mediation or their appointed mediator, the following procedure shall apply:

In the first instance the XXXX Mediation will meet to discuss the complaint with the relevant party with a view to agreeing a solution in writing. If no agreement can be reached at this point, the complaint will be forwarded in writing to Scottish Mediation, an independent charity, with a request to provide the names of three independent mediators. The complaining party will have the option to choose from the list, a mediators who will meet with the complaining party and XXXX Mediation with a view to mediating a satisfactory solution.

At all times the complainant shall retain the right of recourse to normal legal process.

### **Example 3**

#### Complaints Procedure Professional Service

Our aim is to provide a service which is effective and which conforms with best practice in the field of mediation. Mediation services are currently provided by XXXX who is an accredited mediator and is a registered member of the Scottish Mediation Register. She works to the Register's Guidelines for Mediators in Scotland. She has professional indemnity insurance with Towergate Professional Risks.

### Concerns and queries

If you have any concerns or queries about the service that you have received or are receiving from XXXX Mediation Services Ltd at any stage, please contact XXXX to discuss at the first opportunity. Often concerns can be resolved very quickly and effectively by acknowledging and discussing them in the first instance.

However should you have any complaint about the service provided then we will deal with this complaint as set out below. All complaints are treated as confidential, whether oral or in writing. We will also consider all concerns and complaints in the review of our services, and use them to make improvements to our service.

### Informal resolution

1. We will ask you to put details of your complaint in writing.
2. We will acknowledge the complaint within 2 working days of receiving notification of this in writing.
3. We will offer to meet the person raising the complaint within five working days. At this meeting we would try to understand the reasons for and nature of the complaint and find a remedy that is agreeable to all concerned.
4. We will write again to follow up the meeting and confirm any agreed remedy within 2 working days